

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

STARRED QUESTION NO:108

ANSWERED ON:22.11.2007

VIOLATIONS OF RAIL TOURIST AGENTS RULES

Renge Patil Shri Tukaram Ganpatrao;Singh Deo Smt. Sangeeta Kumari

Will the Minister of RAILWAYS be pleased to state:

- (a) the salient features of Railway Travellers' Service Agents (RTSA) Rules, 1985 and the Rail Tourist Agents (RTA) Rules, 1980;
- (b) the details of cases of violation of these rules during the last three years; and
- (c) the number of people against whom the Government has taken action in this regard?

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (c): A Statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF STARRED QUESTION NO.108 BY SHRI TUKARAM GANPATRAO RENG PATIL AND SHRIMATI SANGEETA KUMARI SINGH DEO, TO BE ANSWERED IN LOK SABHA ON 22-11-2007 REGARDING VIOLATIONS OF RAIL TOURIST AGENTS RULES.

(a): The salient features of Rail Travellers' Service Agents Rules 1985 and Rail Tourist Agents (RTAs) Rules 1980 are as under: -

1. Rail Travellers' Service Agents (RTSA) Rules 1985

i) RTSAs are appointed for the convenience of passengers for purchasing of reserved tickets. These agents are authorised to buy tickets by standing in queue at the reservation counter.

ii) RTSAs provide this service at prescribed service charges, which at present, are as under: -

2nd Sitting & Sleeper Class - Rs.15/- per passenger
Upper Classes - Rs.25/- per passenger

iii) RTSAs are appointed by the Zonal Railways through calling of applications.

iv) The conditions for appointment of RTSAs are as under: -

- a. Applicant should be in possession of the latest Income Tax Clearance Certificate.
- b. Should have office and premises properly maintained with adequate conveniences and amenities in the city so as to accommodate the visit of sufficient number of customers.
- c. Not convicted in a criminal case involving moral turpitude
- d. The fees on payment of which the licence is issued or renewed is Rs. 3000/- and Rs. 1500/- for any additional licence in the same station.
- e. The security deposit on furnishing of which the licence is issued or renewed is Rs.15,000/- in cash and a Bank Guarantee for Rs. 40,000/- in addition.
- f. The number of agents for each station and Railway shall be such as may be determined by the competent authority.
- g. The licence is issued for a period of 3 years which can be renewed every three years on satisfactory performance.
- h. The licence is not transferable except in case of death of licensee.

v) The competent authority has the right to suspend or cancel at any time the licence for violation of or for ceasing to fulfil any of the conditions under these rules after giving a show-cause notice.

2. Salient features of Rail Tourist Agents (RTA) Rules 1980

The first attempt to authorise certain persons/agencies to facilitate making reservations was made by appointing Rail Tourist Agents (RTAs) under RTA Rules, 1980. The RTAs so appointed mainly handled Foreign Tourists arriving in India. They issued Indrail passes, Special tickets etc. to the foreign tourists/non-resident Indians and residents of India. The conditions for appointment of RTAs are as under: -

- i. should possess a trade licence from the competent authority to carry on the business of a tourist agent in India;
- ii. must be financially sound and should possess the latest Income Tax Clearance Certificate (ITCC) from the Income Tax authority in India;
- iii. should have obtained recognition to act as travel agent from the Government;
- iv. should have been carrying out the business of a travel agent for a minimum period of one year;
- v. should follow RBI guidelines to handle foreign exchange in India;
- vi. must have an office and the premises properly maintained with adequate conveniences at the central place of the city so as to accommodate the visit of sufficient number of customers and to provide them with the reasonable conveniences.

(b): The details of number of authorised RTSAs and RTAs found involved in irregularities during the last three years are as under:-

Type of Agent	No. of authorized agents found involved in irregularities in the sale of tickets	2005-06	2006-07	2007-08 (upto July '07)
RTSA		18	27	03
RTA		0	0	01

(c): Suitable action viz. imposition of fine/ issuing of warning, cancellation/termination of licence/non- renewal of licence has been taken against 48 RTSAs/RTAs. One RTSA was exonerated on enquiry.